

 Independent Verification & Validation Program	Surveys	IVV 26 Version: C Effective Date: May 31, 2012
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APPROVAL SIGNATURES		DATE
Natalie Alvaro (original signature on file)	IMS Manager	05/30/2012

VERSION HISTORY			
Version	Description of Change	Author	Effective Date
Basic	Initial Release	Stephanie White	11/17/2010
A	Renamed, updated flow, clarified roles	Stephanie White	10/14/2011
B	Identify the role of Office Lead in the survey process and communicate the need to target the most limited group of respondents as possible	Stephanie White	01/30/2012
C	Clarify reporting of survey results.	Stephanie White	05/31/2012

REFERENCE DOCUMENTS	
Document	Title
IVV QM	NASA IV&V Quality Manual
IVV 16	Control of Records
NPR 1441.1	NASA Records Retention Schedules

If any process in this document conflicts with any document in NODIS, this document shall be superseded by the NODIS document. Any reference document external to NODIS shall be monitored by the Process Owner for current versioning.

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1.0 Purpose

The purpose of this system level procedure (SLP) is to provide an efficient and effective way to collect qualitative and quantitative information from an appropriate population sample. This procedure establishes a consistent method for requesting, establishing, and conducting surveys, as well as reporting the information collected.

2.0 Scope

This SLP applies to any Office, Group, or task lead interested in obtaining feedback with support from the Strategic Communications Office.

3.0 Definitions and Acronyms

Official NASA IV&V roles and terms are defined in the [Quality Manual](#). Specialized definitions identified in this SLP are defined below.

3.1 Strategic Communications Office Survey Lead (Survey Lead)

The Strategic Communications Office Survey Lead refers to the individual within the Strategic Communications Office who assists with all stages of the survey process and coordinates participation by other key individuals as needed.

3.2 Survey

A survey refers to a method for acquiring targeted feedback from a specified set of recipients.

3.3 Survey Initiator

The survey initiator refers to the NASA IV&V Program representative that initiates the request for surveying a group of individuals.

3.4 Survey Respondent

A survey respondent is an individual who receives a survey from the NASA IV&V Program.

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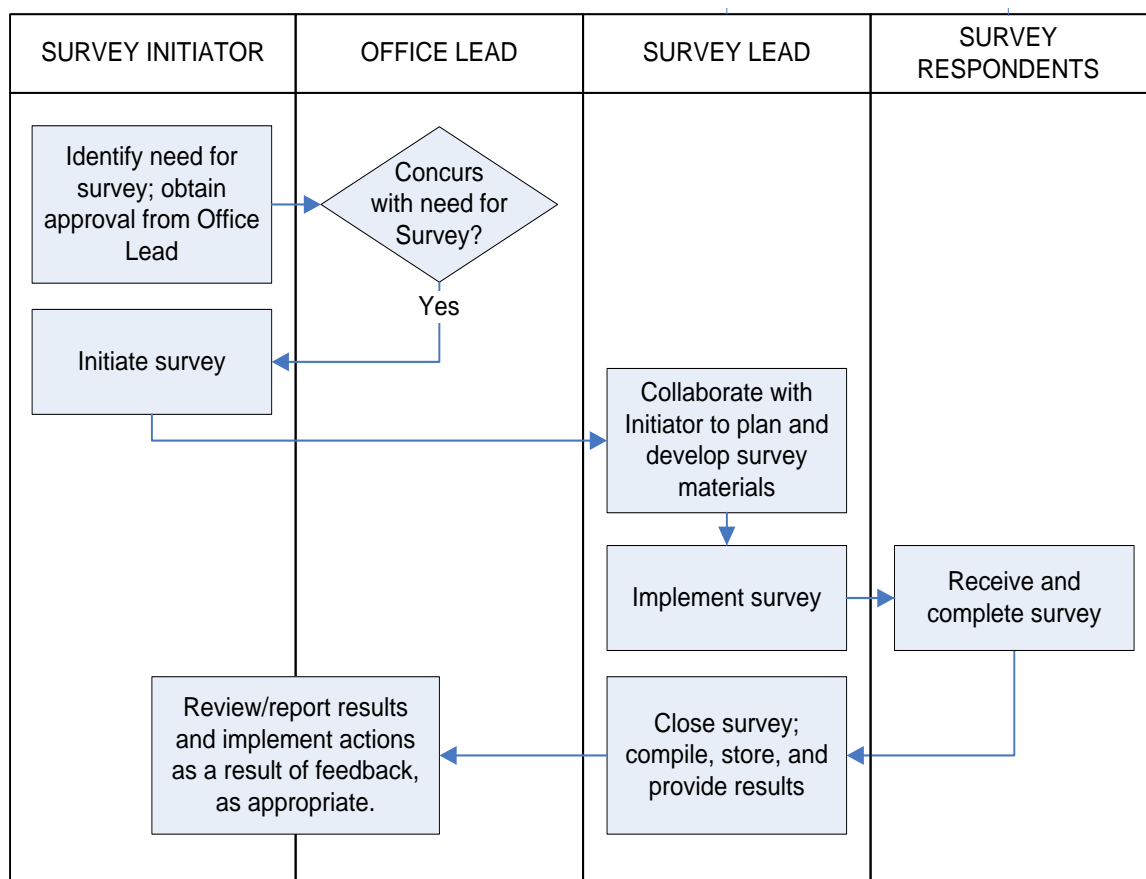
3.5 Acronyms

ECM	Enterprise Content Management
IMS	NASA IV&V Management System
NPR	NASA Procedural Requirement
QM	Quality Manual
SCO	Strategic Communications Office
SLP	System Level Procedure

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4.0 Process Flow Diagram

The following diagram depicts processes described in this document, and the responsibilities and actions that shall be performed by process participants or their designees. Any information supplemental to the depicted process will appear after the diagram.



1. Upon identification of a need for a survey, Initiators shall first obtain approval from their Office Lead. The Office Lead is encouraged to consider how the requested survey impacts the Office's higher-level plan for obtaining customer feedback.

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2. Upon approval, the Survey Initiator shall contact the Survey Lead directly, or, if unavailable, the SCO Lead.
3. The Survey Lead will work collaboratively with the Survey Initiator to develop the following survey materials:
 - a. Purpose – what question needs to be answered or problem needs to be solved; how will the information gained be used to address the question or problem
 - b. Survey items – questions or statements to which Survey Respondents will respond
 - c. Survey Respondents – the group of people from whom information is needed to answer a question or solve a problem; identification of the individuals to be included as Survey Respondents should be as targeted as possible
 - d. Schedule – a tentative date for completion of each step of this process
 - e. Communication with Survey Respondents – text to be included in email requesting information from respondents
4. Implementation of the survey includes sending to and receiving information from Survey Respondents.
5. Upon closure of the survey, the Survey Lead will compile the results, store the results on the Enterprise Content Management (ECM) system, and provide the results to the Survey Initiator and the Survey Initiator's Office Lead.
6. The Survey Initiator or Survey Initiator's Office Lead shall report the synthesized results of the survey to Senior Management at staff meetings or as appropriate. If the survey was focused on customer satisfaction, the appropriate individual from the Survey Initiator's Office shall present the results at the IV&V Program's Quarterly Management Reviews (QMRs). The Survey Initiators are also encouraged to share the results with other IV&V groups as appropriate.

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5.0 Metrics

Information collected by surveys often support metrics established and tracked within the NASA IV&V Metrics Program. Any metrics associated with this SLP are established and tracked within the NASA IV&V Metrics Program.

6.0 Records

The following records will be generated or updated and filed in accordance with this SLP and IVV 16, Control of Records, and in reference to NPR 1441.1, NASA Records Retention Schedules.

Record Name	Original	Vital	Responsible Person	Retention Requirement	Location
Survey items	Y	N	Survey Lead	Destroy when 7 years old. (1/26.5)	ECM
Survey raw data	Y/N	N	Survey Lead	Destroy when 7 years old. (1/26.5)	ECM
Survey results, comments unsanitized	Y	N	Survey Lead	Destroy when 7 years old. (1/26.5)	ECM